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09/229,046	01/12/1999	MICHAEL G. COUTTS	7890	7721
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MICHAEL CHAN NCR CORPORATION 1700 SOUTH PATTERSON BLVD DAYTON, OH 45479-0001			EXAMINER TSEGAYE, SABA	
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**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

# Office Action Summary

## Application No.

09/229,046

## Applicant(s)

COUTTS ET AL.

## Examiner

SABA TSEGAYE

## Art Unit

2619

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --**  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

## Status

- 1) ☒ Responsive to communication(s) filed on 10 January 2008.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

## Disposition of Claims

- 4) ☒ Claim(s) 148-199 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 148-168 and 171-199 is/are rejected.
- 7) ☒ Claim(s) 169 and 170 is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

## Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

## Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

## Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO/SB/C)
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date: \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: \_\_\_\_\_
- Paper No(s)/Mail Date: \_\_\_\_\_

## DETAILED ACTION

### *Response to Amendment*

1. This Office Action is in response to the amendment filed 01/10/08. Claims 148-199 are pending. Currently no claims are in condition for allowance.
2. The indicated allowability of claims 148-199 are withdrawn in view of the newly discovered reference(s) to Glowny et al. (US 5,491,791), Slotznick (US 6,408,640), Hiroswawa et al. (US 5,347,646), Johnstone (US 3,882,305); and Kolls (US 6,152,365). Rejections based on the newly cited reference(s) follow.

### *Claim Rejections - 35 USC § 103*

3. Claims 148, 149, 152, 153, 162, 163, 165, 178, and 179 are rejected under 35 U.S.C. 103(a) as being unpatentable over Glowny et al. (US 5,491,791) in view of Gill et al. (US 5,984,178).

Regarding claims 148, 162, 178, Glowny discloses an automated monitor method, which allows for monitoring of remote workstations. The method includes the steps of: generating and execute command at a local workstation and transferring the execute command to the remote workstations; in response to the generating step, automatically executing at the remote workstation a **diagnostic (software) routine** to monitor a configuration characteristic of the remote workstation and for providing based thereon a representative report file; transferring the representative report file from the remote workstation to the local workstation; and analyzing at the local workstation the representative report file transferred from the remote workstation.

Further, Glowny discloses that each task is comprised of one or more program steps which must be executed for each **workstation in the list** and monitor schedule of workstations (column 5, lines 28-30; column 7, lines 30-65). However, Glowny does not disclose ATM machine.

Gill teaches a system for monitoring fault condition at automated banking machine.

It would have been obvious to one of ordinary skill in the art at the time the invention was made to substitute ATM machine, such as that suggested by Gill, to the workstations of Glowny in order to provide a system that can track and analyze automatically the performance of an automated banking machines, thereby facilitating early problem detection.

Regarding claims 149 and 163, Glowny discloses an automated monitor method, which allows for monitoring of remote workstations. The method includes the steps of: generating and execute command at a local workstation and transferring the execute command to the remote workstations; in response to the generating step, automatically executing at the remote workstation a **diagnostic (software) routine** to monitor a configuration characteristic of the remote workstation and for providing based thereon a representative report file; transferring the representative report file from the remote workstation to the local workstation; and analyzing at the local workstation the representative report file transferred from the remote workstation. Further, Glowny discloses that each task is comprised of one or more program steps which must be executed for each **workstation in the list** of workstations (column 5, lines 28-30; column 7, lines 30-65). In addition, Glowny discloses that upon initialization the monitor routine reads the rules database for the task (see column 6, line 41-column 7, line 14). However, Glowny does not disclose ATM machine.

Gill teaches a system for monitoring fault condition at automated banking machine. Further, Gill discloses that a host message includes a header added to a status message sent by the ATM includes sender's network address (Host ID); address of the ATMs, and status message, message ID, device identifier, type status, etc. (see column 13 lines 1- column 14, line 25).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to substitute ATM machine and to use data packet that has sender's address, addresses of the ATMs, the diagnostic program and a register to contain data obtained from the ATM, such as that suggested by Gill, to the workstations of Glowny in order to provide a system that can track, easy to identify and analyze automatically the performance of an automated banking machines, thereby facilitating early problem detection.

Regarding claims 152 and 153, Glowny discloses wherein different lists of ATMs are delivered to the Monitor Agent at different times (column 7, lines 43-48).

Regarding claim 165, Gill discloses the format of the monitor agent is the same as that of the service agent (column 8, lines 59-64).

Regarding claim 179, Gill discloses causing the agent to run a diagnostic program on the ATMs visited; and record results to the program, and delivers the results to the sending server upon return (column 8, lines 54-67).

4. Claims 150, 151, 154-156, 164 and 166-168, are rejected under 35 U.S.C. 103(a) as being unpatentable over Glowny et al. (US 5,491,791) in view of Gill et al. (US 5,984,178) and Slotznick (US 6,408,640).

Regarding claims 150, 154, 155, 164, and 168, Glowny discloses an automated monitor method, which allows for monitoring of remote workstations. The method includes the steps of: generating and execute command at a local workstation and transferring the execute command to the remote workstations; in response to the generating step, automatically executing at the remote workstation a **diagnostic (software) routine** to monitor a configuration characteristic of the remote workstation and for providing based thereon a representative report file; transferring the representative report file from the remote workstation to the local workstation; and analyzing at the local workstation the representative report file transferred from the remote workstation. Further, Glowny discloses that each task is comprised of one or more program steps which must be executed for each **workstation in the list** of workstations (column 5, lines 28-30; column 7, lines 30-65). In addition, Glowny discloses that upon initialization the monitor routine reads the rules database (...workstation name; LAN address, workstation group; group-list...) for the task (see column 6, line 41-column 7, line 14). However, Glowny does not disclose ATM machine and delivering at each ATM names of technicians and technician's technical abilities.

Gill teaches a method of operating a server system and associated ATMs that monitors fault condition at automated banking machine. Further, Gill discloses that a host message includes a header added to a status message sent by the ATM includes sender's network address (Host ID); address of the ATMs, and status message, message ID, device identifier, type status, etc. (see column 13 lines 1- column 14, line 25). It would have been obvious to one of ordinary

skill in the art at the time the invention was made to substitute ATM machine, such as that suggested by Gill, to the workstations of Glowny.

Slotznick teaches that intelligent agent is a device or method which enables a device, to simulate the knowledge base or problem solving abilities of a human executive assistant or agent (column 26, lines 18-21). The intelligent agent can share both its learned and preprogrammed database with other computer software such as schedulers and contact managers (column 21, lines 16-18). Further Slotznick teaches the intelligent agent also to include programs which search out information, data... services and the like. The term "expert system" with respect to the intelligent agent, means a device or program which enables a device to simulate the knowledge base or problem solving abilities of a human expert in a particular field or fields (column 26, lines 62-65). Therefore, it would have been obvious to one ordinary skill in the art at the time the invention was made to use the teaching from Slotznick of informing the ATMs of identities of technicians and technical abilities of technicians to monitoring and notification system disclosed by Glowny in view of Gill in order to provide a system that receives a condition message from a banking machine, and notifies servicers selectively based on the time the condition message is generated and the hours of servcier availability (see Gill column 4, lines 4-8).

Regarding claims 151 and 156, Gill discloses the format of the monitor agent is the same as that of the service agent (column 8, lines 59-64).

Regarding claims 166 and 167, Glowny discloses wherein different lists of ATMs are delivered to the Monitor Agent at different times (column7, lines 43-48).

5. Claims 157-161 and 171-177 are rejected under 35 U.S.C. 103(a) as being unpatentable over Gill et al. in view of Slotznick (US 6,108,640).

Regarding claims 157, 159, 160, 171, 173, 174, 176, and 177, Gill discloses a system operates to receive (*received by an event management 20*) status messages (a solicited message) from banking machines (first and second agent) and actions to be taken including **entities to be notified** (third agent) of conditions which cause status messages to be sent by the various banking machines. The event management system receives the messages and places them in a uniform standard message format (column 9, lines19-31). Gill does not disclose an agent informs the ATMs of identities of service technicians and contacts technicians from ATM in rank order.

Slotznick teaches that an intelligent agent share both its learned and preprogrammed database with other compute software. The intelligent agent builds a database consisting of names, Address, telephone numbers and other information. Slotznick, further, teaches that the term intelligent agent includes databases which generate and use profiles to create inference **ranking rules** that would suggest which choices an individual most prefers or which alternatives and individual might prefer (column 26, lines 30-40). Furthermore, Slotznick teaches an intelligent agent that embodied as a stand-alone ATM, kiosk or vending machines, as the machines connected to one or more remote devices, which automatically send order or requests to third parties (column 21, lines 50-55; column 23, lines 55-65). The term “expert system” with respect to the intelligent agent, means a device or program which enables a device to simulate



the knowledge base or problem solving abilities of a human expert in a particular field or fields (column 26, lines 62-65).

It would have been obvious to one ordinary skill in the art at the time the invention was made to use the teaching from Slotznick of informing the ATMs of identities of technicians and contacting technicians from ATM **in rank** order to monitoring and notification system disclosed by Gill in order to provide a system that receives a condition message from a banking machine, and notifies servicers selectively based on the time the condition message is generated and the hours of servicer availability (see Gill column 4, lines 4-8).

Regarding claim 158, Gill discloses wherein the first type of agent retunes to the server, and delivers the diagnostic information to the server upon return (a solicited message is on that is transmitted back to the host by an ATM in response to a message or instruction to the ATM from the host; column 8, lines 59-67).

Regarding claims 161 and 175, Gill discloses wherein the third type of agent stops contacting technicians when a specified response is obtained from technicians contacted (column 5, lines 34-44).

Regarding claim 172, Gill discloses wherein the first type of agent returns to the server, and delivers the diagnostic information to the server (column 8, lines 54-67).

6. Claims 180-183 are rejected under 35 U.S.C. 103(a) as being unpatentable over Gill in view of Hirose et al. (US 5,347,646).

Regarding claim 180, Gill discloses that status messages 18 (fault or problem condition) which are transmitted to a host 16 depends on the type and character of the ATMs 12 with are sending the message. Different banking machines have different capabilities, and therefore send different types of status messages (column 8, lines 34-65).

Regarding claims 181 and 182, Gill discloses that a scheduler send additional notification messages to the servicer (or to another servicer) if the servicer has not acknowledged a notification message within a selected time period. Gill does not expressly disclose maintaining a list of available service personnel in at least one ATM and reporting the fault to service personnel on the list (column 5, lines 34-44).

Hirosawa teaches a function of **automatically informing** a remote operation supervisor of occurrence of error or fault upon detection of the error occurring in a computer system. Upon detection the errors or faults, calling-up one of remote apparatus by way of a public telephone communication network, based upon on of stored telephone numbers (see fig. 5, column 3, lines 35-43; column 8, lines 21-37). Further, Hirosawa disclose, in fig. 7, that the entry of the message destination having the highest priority is determined by consulting the authorized user table (column 9, lines 35-40).

It would have been obvious to one ordinary skill in the art at the time the invention was made to use the teaching from Hirosawa of auto-operation monitor by maintaining a list of available service personnel and reporting the fault to service personnel on the list to ATM disclosed by Gill. One of ordinary skill in the art would have been motivated to do this because maintaining a list and reporting the fault to service personnel on the list improves in respect to reliability, confidentiality and facility in the system for monitoring fault conditions at ATM and

automatically notifying servicer or other entity of fault conditions requiring attention (see Gill column 1, lines 8-12; Hirosawa column 1, lines 5-15).

Regarding claim 183, Hirosawa discloses updating the list to indicate changes in availability of service personnel (column 5, lines 49-51).

7. Claims 184-186 are rejected under 35 U.S.C. 103(a) as being unpatentable over Gill et al. in view of Hirosawa et al. and Slotznick as applied to claim 180 above, and further in view of Glowny et al. (US 5,491,791).

Regarding claim 184, Gill et al. in view of Hirosawa et al. discloses all the claim limitations as stated above, except for verifying security of the intelligent agent.

Glowny teaches verifying accuracy and integrity of diagnostic routine (column 6, lines 1-16).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to use the teachings from Glowny of verifying security of the intelligent agent to monitoring and notification system disclosed by Gill in view of Hirosawa in order to prevent illegal attempts for operating the system by unauthorized persons form remote location (see Hirosawa column 2, lines 34-35).

Regarding claim 185, Hirosawa discloses updating the list to indicate changes in availability of service personnel (column 5, lines 49-51).

Regarding claim 186, Gill discloses receiving a condition message from a banking machine, and notifies servicers selectively based on the time the condition message is generated and the hours of servicer availability.

8. Claim 187 is rejected under 35 U.S.C. 103(a) as being unpatentable over Gill in view of Hirosawa as applied to claim 180 above, and further in view of Slotznick (US 6,108,640).

Gill in view of Hirosawa discloses all the claim limitations as stated above except for launching an intelligent agent onto the network.

Slotznick teaches an intelligent agent that embodied as a stand-alone ATM, kiosk or vending machines, as a kiosk connected to one or more remote devices, which automatically send order or requests to third parties (column 21, lines 50-55; column 23, lines 55-65).

It would have been obvious to one ordinary skill in the art at the time the invention was made to use the teaching from Slotznick of launching an intelligent agent to ATM disclosed by Gill in view of Hirosawa. One of ordinary skill in the art would have been motivated to do this because launching an intelligent agent onto the network to contact service personnel on the list improves in respect to reliability, confidentiality and facility in the system for monitoring fault conditions at ATM and automatically notifying servicer or other entity of fault conditions requiring attention (see Gill column 1, lines 8-12; Hirosawa column 1, lines 5-15).

9. Claims 188 and 199 are rejected under 35 U.S.C. 103(a) as being unpatentable over Gill et al. (US 5,984,178) in view of Johnstone (US 3,882,305).

Gill discloses a system operates to receive (*received by an event management 20*) status messages (a solicited message) from banking machines (querying the ATMs...) and actions to be taken including **entities to be notified** (scheduling maintenance) of conditions which cause status messages to be sent by the various banking machines. Gill does not disclose making predictions as to times when specific maintenance procedures should be performed.

Johnstone discloses a diagnostic and a maintenance method operative remotely from a machine tool site including the steps of: causing the machine tool to cycle through a predetermined cycle of operation, collecting signals derived from the machine and **predicting** incipient abnormal condition before they occur (column 2, lines 1-7).

It would have been obvious to one ordinary skill in the art at the time the invention was made to use the teaching from Johnston of predicting as to times when specific maintenance procedures should be performed to fault monitoring system disclosed by Gill in order to facilitate preventative maintenance and diagnosis of abnormal operating condition (see Johnstone column 1, lines 63-64).

10. Claim 189 is rejected under 35 U.S.C. 103(a) as being unpatentable over Gill in view of Johnstone as applied to claim 188 above, and further in view of Glowny et al. (US 5,491,791).

Gill in view of Johnstone discloses all the claim limitations as stated above, except for verifying security of the intelligent agent.

Glowny teaches verifying accuracy and integrity of diagnostic routine (column 6, lines 1-16).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to use the teachings from Glowny of verifying security of the intelligent agent to monitoring and notification system disclosed by Gill in view of Johnstone in order to prevent illegal attempts for operating the system by unauthorized persons form remote location.

11. Claims 190 and 195-198 are rejected under 35 U.S.C. 103(a) as being unpatentable over Gill at al. (US 5,984,178) in view of Kolls (US 6,152,365).

Regarding claims 190 and 195, Gill discloses a computer that connected to a data store includes data representative of condition messages as well as **servicers** and other entities to be contacted when particular machines generate particular condition messages. The data stores also includes, for example, telephone, pager and fax numbers and other contact information on how a particular servicer is to be contacted concerning a type of fault condition (column 4, line 66-column 5, line 10). Further, Gill discloses that a scheduler send additional notification messages to the servicer (or to another servicer) if the servicer has not acknowledged a notification message within a selected time period. Gill does not expressly disclose maintaining a list of available service personnel in at least one ATM and reporting the fault to service personnel on the list (column 5, lines 34-44).

However, Gill does not disclose storing the list in each ATM.

Kolls teaches a system and method for controlling and monitoring self-service devices (such as a vending machine... computer operated devices...) (see column 4, lines 28-34). As shown in fig. 1, the devices contains a display screen 14, a keypad 18 (that includes service key, a Help key and END key), and speaker 22. The device also connected to remote service location

42 and remote location 44. Phone numbers of remote locations can be accessed by pressing service key (column 11, lines 5-40; column 20, lines 1-3). Further, Kolls teaches that the system can **be remotely activated** and **modified** from a remote location such as remote service location 42 (column 7, lines 33-35).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to use the teaching from Kolls of storing list of service personnel to ATM disclosed by Gill. One of ordinary skill in the art would have been motivated to do this because storing list allows the system to select particular service personnel from the list of service personnel.

Regarding claims 196, Gill discloses a scheduler window 122 (Fig. 34) that indicates particular actions that will be taken and the time when the actions are scheduled to be taken. Further, Gill discloses a system that receives a condition message from a banking machine, and notifies servicers selectively based on the time the condition message is generated and the hours of servicer availability. Kolls teaches lists of telephones are stored at the self-service devices. However, Gill and Kolls do not disclose periodically sends schedules to the ATMs which indicate times of availability of the service personnel. However, it would have been obvious to one of ordinary skill in the art at the time the invention was made to update the list of telephones that are stored at self-service devices in order to provide up-to-date schedules of the service personnel, thereby provides efficient system.

Regarding claims 197 and 198, Gill discloses a system which automatically determines the nature of a condition at an automated banking machine and automatically notifies servicers

selectively based on the nature of the condition indicated by the condition message (column 3, lines 48-59; column 4, lines 5-8).

12. Claims 191 and 192 are rejected under 35 U.S.C. 103(a) as being unpatentable over Gill et al. in view of Kolls as applied to claim 190 above, and further in view of Slotznick (US 6,108,640) and Glowny et al. (US 5,491,791).

Regarding claim 191, Gill in view of Kolls discloses all the claim limitations as stated above, except for an intelligent agent.

Slotznick teaches that intelligent agent is a device or method which enables a device, to simulate the knowledge base or problem solving abilities of a human executive assistant or agent (column 26, lines 18-21). The intelligent agent can share both its learned and preprogrammed database with other computer software such as schedulers and contact managers (column 21, lines 16-18).

It would have been obvious to one ordinary skill in the art at the time the invention was made to use the teaching from Slotznick of intelligent agent to ATM discloses by Gill in view of Kolls. One of ordinary skill in the art would have been motivated to do this because intelligent agent enables a device, to simulate the knowledge base or problem solving abilities of a human executive assistant or agent (see Slotznick column 26, lines 18-21).

Regarding claim 192, Gill in view of Kolls and Slotznick discloses all the claim limitations as stated above, except for verifying security of the intelligent agent.

Glowny teaches verifying accuracy and integrity of diagnostic routine (column 6, lines 1-16).



It would have been obvious to one of ordinary skill in the art at the time the invention was made to use the teachings from Glowny of verifying security of the intelligent agent to monitoring and notification system disclosed by Gill in view of Kolls and Slotznick in order to prevent illegal attempts for operating the system by unauthorized persons form remote location.

13. Claims 193 and 194 are rejected under 35 U.S.C. 103(a) as being unpatentable over Gill et al. in view of Hirosawa et al. (US 5,347,646) and Slotznick (US 6,108,640).

Regarding claim 193, Gill discloses that status messages 18 (fault or problem condition) which are transmitted to a host 16 depends on the type and character of the ATMs 12 with are sending the message. Different banking machines have different capabilities, and therefore send different types of status messages (column 8, lines 34-65). Gill does not disclose maintaining a list of available service personnel in at least one ATM and launching an intelligent agent onto the network to contact service personnel on the list.

Hirosawa teaches a function of **automatically informing** a remote operation supervisor of occurrence of error or fault upon detection of the error occurring in a computer system. Upon detection the errors or faults, calling-up one of remote apparatus by way of a public telephone communication network, based upon on of stored telephone numbers (see fig. 5, column 3, lines 35-43; column 8, lines 21-37).

Slotznick teaches an intelligent agent that embodied as a stand-alone ATM, kiosk or vending machines, as a kiosk connected to one or more remote devices, which automatically send order or requests to third parties (column 21, lines 50-55; column 23, lines 55-65).

Regarding claim 194, Hirosawa disclose, in fig. 7, that the entry of the message destination having the highest priority is determined by consulting the authorized user table (column 9, lines 35-40). Slotznick, further, teaches that the term intelligent agent includes databases which generate and use profiles to create inference ranking rules that would suggest which choices an individual most prefers or which alternatives and individual might prefer (column 26, lines 30-40).

It would have been obvious to one ordinary skill in the art at the time the invention was made to use the teaching from Hirosawa and Slotznick of auto-operation monitor by maintaining a list of available service personnel and launching an intelligent agent to ATM disclosed by Gill. One of ordinary skill in the art would have been motivated to do this because maintaining a list and launching an intelligent agent onto the network to contact service personnel on the list improves in respect to reliability, confidentiality and facility in the system for monitoring fault conditions at ATM and automatically notifying servicer or other entity of fault conditions requiring attention (see Gill column 1, lines 8-12; Hirosawa column 1, lines 5-15).

#### ***Allowable Subject Matter***

14. Claims 169 and 170 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

#### ***Response to Arguments***

15. Applicant's arguments with respect to claims 148-199 have been considered but are moot in view of the new ground(s) of rejection.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to SABA TSEGAYE whose telephone number is (571)272-3091. The examiner can normally be reached on Monday-Friday (7:30-5:00), First Friday off.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wing Chan can be reached on (571) 272-7493. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Wing F. Chan/  
Supervisory Patent Examiner, Art Unit 2619  
5/11/08

Saba Tsegaye  
Examiner  
Art Unit 2619

/Saba Tsegaye/  
May 11, 2008